Helpdesk Forum

DoN APC Conference
Government Commercial Purchase Card
Atlanta, GA
March 3-4, 2004

Ross Reeves/Barbara Goldberg

Helpdesk Forum

- Who can help?
  - Several Distinctive Helpdesks
    - Citibank Automated Information Line
    - CitiDirect Helpdesk
    - Citibank Customer Account Specialists (CAS)
    - DON eBusiness Office Customer Support
- Where to go?
  - Citibank Home Page
  - DON eBusiness Operations Office Portal

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- Citibank Automated Information Line

  1-800-790-7206

  - Option 1
    - Balance
    - Available Credit
    - Payment Information
    - Address to Make Payments
  - Option 3 - Select new PIN Number
  - Option # - Card Activation

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- CitiDirect Helpdesk

  1-800-790-7206

  - Option 2
    - Password Issuance or Resets
    - Issue Resolution
    - Technical Problems
    - File Delivery Questions
    - Technical Problems with Adhoc Reporting Tool

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- Citibank Client Account Specialist (CAS)

  1-800-790-7206

  - Option 4 - Must know five-digit extension
    - Maintenance on Billing Accounts
    - MCC Code Templates
    - Troubleshooting
    - Assistance with Account Reconciliation
    - Account Set-up

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- CAS Manager Contact Information:

  1-800-790-7206

  - Option 4
    - Barb Goldberg X69896
      - bgoldber@citicorp.com
    - Steve Babine X69880
      - stephen.babine@citicorp.com
    - Gale Vavrek X69886
      - G.vavrek@citicorp.com
    - Mark Eckles X66054
      - meckles@citicorp.com

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- Citibank Customer Service

  1-800-790-7206

  - Option 0
    - Maintenance to CH account
    - Balance and Available Credit
    - Change Credit Limit (AO/CH)
    - Change Single-Purchase Limits
    - Close or reopen Accounts
    - Forced Authorizations in Emergency Situations

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- Fraud

  1-800-945-3114

  - Early Detection
  - Fraud vs. Dispute
  - Restitution

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- DON eBusiness Office Customer Support
  - Policy Questions or Interpretation
  - Delinquencies
  - Semi-Annual Review
  - Purchase Card Audits
  - MCC Code Waivers
  - New Level 5 Account Set-up
  - Fleet and SALTS Issues
  - Training Questions or Issues

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- Policy
  - Questions
  - Policy Interpretation
  - Who to call?
    - Don Rhoad or Wendy Stutzman

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- Delinquencies
  - Questions
  - Standards
  - Reporting Requirements
  - Account Reconciliations
  - Who to call?
    - Ross Reeves or Wendy Stutzman

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- Semi-Annual Review
  - Questions
  - Reporting Requirements
  - Who to call?
    - Wendy Stutzman

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- Purchase Card Audits
  - Questions
  - Notify DON eBusiness Operations Office
  - Who to call?
    - Don Rhoad or Alanna Martin

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- CitiDirect Enhancement Suggestions
  - Questions
  - Notify DON eBusiness Operations Office
  - Who to call?
    - Kirk Stevens

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- MCC Waiver
  - Questions
  - Procedures – Must Provide
    - Cardholder Account Number
    - Cardholder Name
    - Merchant Name
    - Exact Transaction Amount
    - MCC
    - Justification
  - Who to call?
    - Wendy Stutzman or Ross Reeves

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- New Level 5 Account Set-up
  - Questions
  - Requirements
    - Ensure Contracting Warrant Established
    - Complete APC/AO/CH Set-up Forms
    - Level 3 Signature Denoting Approval
    - Faxed to DON eBusiness Operations Office – 717-605-9361
  - Who to call?
    - Wendy Stutzman

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- Fleet and SALTS Issues
  - Questions
  - Invoice and Obligation Tracking
  - File Restaging
  - Procedural Guidance
  - Operational Guidance
  - Delinquencies – Account Reconciliations
  - Who to call?
    - Ross Reeves

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- Training
  - General Questions
  - Training Requirements
  - Assistance with CD ROM Use
  - Downloading Training from the DON eBusiness Website
  - Who to call?
    - Linda Bailey or Greg Barker

Contact Information

1-717-605-XXXX DSN 430-XXXX

- Don Rhoad (Policy) X3041
  - Donald.Rhoad@navy.mil
- Wendy Stutzman (Operations) X9394
  - Wendy.Stutzman@navy.mil
- Ross Reeves (Delinquency/Fleet) X3107
  - Ross.Reeves@navy.mil
- Alanna Martin (Audit/Fraud) X3880
  - Alanna.Martin@navy.mil
- Kirk Stevens (CitiBank Enhancement Fund) X3131
  - Kirk.Stevens@navy.mil
- Linda Bailey (Training) X3114
  - DONeBusTraining@navsup.navy.mil
- Greg Barker (Training) X3065
  - DONeBusTraining@navsup.navy.mil

purchase_card@navsup.navy.mil

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- Where to go?
  - www.citimanager.com
  - Government Services
    - Products
      - Provides General Info on Purchase Card
      - Provides General Info on CitiDirect
    - Reference
      - Provides General Desk Guides, Forms and Reports
      - Presentations
        - Citibank Support
        - Disputes: Resolution Without Delay

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- Where to go?
  - www.don-ebusiness.navsup.navy.mil
    - EBUSOPPSOFFINST 4200.1A
    - DON End of Cycle Reports - Metrics
    - APC Conference Info
    - Delinquency Listing
    - Training and Desk Guides
    - Citibank APC/AO/CH Forms
    - PCPNs
    - FAQs